

Darvel Football Club

Recreation Park

Darvel Ayrshire KA17 0HS

Customer Charter

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Date of Implementation	18/07/2024
Authorized by	James King

Checked By	Reviewed on
James King	26/07/2025
Scott Radigan	10/10/2026

CUSTOMER/SUPPORTERS CHARTER

The Customer/Supporters Charter sets out the commitment of Darvel Football Club (herein after known as "the Club"), to give the supporter a safe and enjoyable experience of football.

The Club will:

- Set out and publish service and safety standards, giving a framework by which its performance can be judged by themselves and others.
- Take action if service or safety performance falls short of the published standards.
- Provide a forum by which supporters may raise their comments or concerns. - Review its standards annually.
- Commit to keep the supporter informed of activity at the club.
- Publish its charter and make it freely available to all.

THE CHARTER TICKET SALES

Darvel Football Club will:

- Publish details of the availability and pricing policy of all tickets.
- Publish amendments at the earliest possible opportunity.
- Publish its policy for returned and unwanted tickets.
- Publish its tickets return policy for abandoned matches.
- Provide a range of ticket prices.
- Offer an appropriate concessionary ticket policy.
- Publish its policy on visiting support ticket allocation.
- Publish details of any membership, loyalty, bond, debenture or similar scheme

MERCHANDISING

Details of the change of kits and other merchandise and availability from the club will be posted and can be bought from the Club website www.darvelfc.com.

INFORMATION

The club undertakes to keep its supporters informed on a regular basis by whatever means it decides are appropriate and cost effective.

These may involve the Club website and social media channels.

The club will publish its position on major policy issues where required.

PERSONS WITH A DISABILITY

The club will publish details of the ticket availability of and pricing policy for persons with a disability and their companions.

These details will be published at the earliest possible opportunity.

FIXTURE LISTS

The club undertakes to keep the supporters informed as to fixture changes by whatever means it decides is the most cost effective.

PARK & FACILITIES

The club undertakes to provide a clean and safe park with the appropriate facilities.

The club undertakes to provide access for those with a disability.

The club undertakes to encourage an environment free of sectarian and racial abuse.

CATERING

The club undertakes to provide appropriate catering service.

SUPPORTERS CONTACT

The club will respond to any reasonable contact from a supporter within seven days, by the most appropriate method, unless under extreme circumstance which renders the club administration unable to respond.

COMMUNITY STRATEGY

The club shall communicate its designated strategy and activities aimed at establishing or reaffirming its position in the community.

STANDARDS OF PERFORMANCE

The club will set service level targets, wherever possible and appropriate.

The club will strive to achieve the targets and publish its performance against the service level targets.

James King

James King, Compliance Officer, 18 July 2024